



MECKLENBURG COUNTY

Community Support Services

Client Satisfaction Survey Summary

October – December 2016

Survey Report

This report includes data from CSS Substance Use surveys completed during the period October through December 2016, for the following programs:

<u>Program Name</u>	<u>Estimated # of Clients Served</u>	<u># Surveys Returned</u>	<u># Surveys Filled Out</u>	<u>Response Rate (Estimated)</u>	<u>* Positive Response Rate from CSS-Wide Survey</u>	<u>* Positive Response Rate from Program Specific Survey</u>
JAIL	147	14	8	5%	93%	98%
MEN'S SHELTER	**40	3	3	8%	100%	100%
WOMEN'S SHELTER	**30	5	5	17%	100%	100 %
* TOTAL AVERAGE	217	22	16	10%	98%	99%

Summary

An estimated 217 clients were served in the Substance Use Services programs during the three-month period of October 1, 2016 through December 31, 2016. A total of 22 surveys were returned. This was 48 less than in the previous quarter. The estimated response rate decreased from 27% to 10%.

A total of 16 of the 22 surveys that were returned contained client responses resulting in an estimated completion rate of 72% (16/22).

All programs had results on the CSS-wide 12 question survey this quarter that were 85% or higher.

* Responses left blank and responses marked "N/A" on the survey forms were not considered in the calculations of the results.

** In the past the number of surveys returned by Shelter clients often exceed the number of clients seen because surveys were distributed the second and fourth Wednesdays monthly, to capture those who may not have had a "successful completion" of the program. Because of this, the numbers were skewed. Beginning July 1, each client is to complete one survey prior to discharge from services, successful completion or not.

Introduction

Client satisfaction is a critical outcome measure for the Community Support Services (CSS) Substance Use Programs. The focus is on soliciting, collecting, analyzing, and using input from all stakeholders to develop services that meet or exceed the expectations of our clients, staff, the community and other stakeholders. Client satisfaction data assist in the identification of sources of satisfaction and dissatisfaction with the CSS Substance Use programs, procedures and client services. After sources of client dissatisfaction are identified, further barrier analysis is conducted to identify the root causes that create the dissatisfaction. Actions are implemented to reduce or remove these root causes of client dissatisfaction.

This report summarizes data about CSS-SU client satisfaction. As the data is analyzed the key sources of client dissatisfaction will be identified and the root causes of the dissatisfaction selected for improvement. Actions taken to address sources of dissatisfaction will be listed along with the evaluation of the effectiveness of those actions.

Survey Development

The Customer Service Excellence Workgroup began the process of developing an internal Client Satisfaction Survey process in the spring of 2006. The Workgroup developed a set of twelve general questions that would be given to each client; each program within the CSS then developed a set of questions specific to the program.

CSS programs with high turnover of short term clients began distributing surveys January 2007. The Quality Improvement Team designed Excel spreadsheets and an Access database to collect and organize the data. Reports were developed and made available to the CSS staff, clients, Performance Improvement Council and program leaders.

Survey Administration

The following table shows the CSS programs involved along with the scheduled client satisfaction survey frequency.

<u>Program Name</u>	<u>Survey Title</u>	<u>POC</u>	<u>Frequency Clients are Surveyed</u>
JAIL	Jail Central Program Survey	Angel Green	At or prior to Discharge
MEN'S SHELTER	Men's Shelter Program Survey	Yvonne Ward	At or prior to Discharge
WOMEN'S SHELTER	Women's Shelter Program Survey	Yvonne Ward	At or prior to Discharge

Grid updated 11//15